



A CELERIAN GROUP COMPANY

What to Do if My Claim Denies

Hi! So, you're new to Medicare DME and you just got a claim denial. You're not registered for our DME web portal. What other options do you have?

The best alternative is the CGS Wizard! I'll show you how to use it!

Here's how to find it:

Step 1: Go to www.cgsmedicare.com.

Step 2: Choose your contract. For example, select Jurisdiction C. Make sure you choose the right jurisdiction because CGS Wizard only shows claims processed in the jurisdiction you're viewing.

Step 3: On the left-hand menu, scroll down to Tools and Calculators and click it.

Step 4: From the list, select CGS Wizard.

You can view claims submitted within the past 15 months. Anything older than 15 months won't show up.

To see the denial associated with a specific claim, use the single search option. Enter your 14-digit claim control number, also called a CCN, and click Submit.

CGS Wizard displays claim line information along with a message showing why the claim was denied.

If you want a report for all processed claims in a specific date range, use Create a Report option. Enter your NPI, a CCN, and a claim decision date range (3-month maximum).

You can choose to download two different reports; only claims that have gone through Medical Review under Targeted Probe and Educate, or a report of all completed claims for the jurisdiction and the time frame entered.

Thank you for watching! We hope you have a better understanding of how to use the CGS Wizard for claim denials. If you've enjoyed the video, please complete a survey on our website!

Don't forget to like and subscribe and click the bell for notifications so you won't miss any updates.

